


# PROVIDER BULLETIN

No. 14-21

Date: April 2, 2014

TO: All Providers Participating in the Nebraska Medicaid Program

FROM: Vivianne M. Chaumont, Director   
Division of Medicaid & Long-Term Care

BY: Jeanne M. Larsen, Deputy Director  
MLTC – Claims and Program Integrity

RE: Provider Enrollment Process Changes

Nebraska Medicaid is making two significant changes to its provider enrollment processes to improve process efficiencies and turnaround time.

## 1) Service Provider Agreements – Email and Fax Receipt

The first change involves eliminating the practice of mailing paper copies of the Service Provider Agreements. Beginning May 1, 2014, providers will be able to submit Service Provider Agreements by secure email\* or fax (eFax). Upon completing and signing the Agreement, providers should scan and submit a PDF copy of the Agreement to the email address or fax number shown below. Although multiple agreements can be submitted in the same email or fax, each provider agreement should be a separate attachment.

<b>Email Service Provider Agreements To:</b>	<a href="mailto:DHHS.MedicaidProviderEnrollment@nebraska.gov">DHHS.MedicaidProviderEnrollment@nebraska.gov</a>
<b>Fax Service Provider Agreements To:</b>	402-742-2373

- Incomplete and/or unsigned agreements will be returned by secure email to the contact provided in the agreement (MC-19, Field 5 – Email Address for Provider Contact).
- Once returned to the provider and the corrections have been made (completion of missing items and/or attachments), the **complete** agreement must be resubmitted to Nebraska Medicaid, which can also be sent via secure email or fax. (Please do not include the pages with errors that were sent back for correction.)
- The Provider Enrollment Confirmation Letters will be sent by secure email to the provider enrollment contact listed on the MC-19 Form.
- The standard turnaround time for processing a Service Provider Agreement is 8-10 weeks. We respectfully ask that providers not inquire about the status of agreements submitted within this timeframe.

\*Note – If a provider office does not have a secure email system, instructions for utilizing the Nebraska Medicaid's secure email system are located at the end of this bulletin.

## 2) Automated Enrollment for Recent Website Updates

The provider enrollment email contact (as provided on the MC-19) will also be enrolled to receive automated website updates from Nebraska Medicaid.

Upon completion of the provider enrollment process, the contact will be subscribed to receive “Recent Web Updates”, which as the title indicates, provides the most recent updates to the Nebraska Medicaid Program. All website updates during the past year can be found on the DHHS Nebraska Medicaid website at @ [http://dhhs.ne.gov/medicaid/Pages/med\\_updates.aspx](http://dhhs.ne.gov/medicaid/Pages/med_updates.aspx).

Once subscribed, the following email message will be sent to the provider contact:

*Welcome,*

*You have successfully created subscriber preferences for Nebraska Department of Health and Human Services. You are now able to take advantage of the convenient email updates offered by Nebraska Department of Health and Human Services.*

*Please write down your access information for future use:*

- *Email address: [Email Address Here](#)*

Should the provider contact wish to subscribe to additional website pages or make other subscription changes, simply click on the “Subscribe to this page” link which is located at the top of most Nebraska Medicaid website pages. When changes are made to the subscription, the following message will be issued to the subscriber:

*You have made the following changes to your Nebraska Department of Health and Human Services subscriptions:*

***You subscribed to topics:***


- *HHS - Latest Medicaid Updates*

*You will receive an email update when new information becomes available.*

**Please note! Nebraska Medicaid communicates ALL program and policy regulations, instructions, changes, etc. via our website.**

Again, providers can subscribe to any/all website pages where [“Subscribe to this page”](#) appears at the top left-hand corner of the page.

We do request at a minimum, that the opportunity to subscribe to “Recent Web Updates” be shared with all Administrative, Clinical, Coding, and Billing staff. The directions to do so are as follows:

- 1) Go to URL: [http://dhhs.ne.gov/medicaid/Pages/med\\_updates.aspx](http://dhhs.ne.gov/medicaid/Pages/med_updates.aspx)
- 2) Click on  [Subscribe to this page](#) located at the top of the page.
- 3) Enter the e-mail address you wish to register and click on “submit”.
- 4) Select an email delivery preference
- 5) Enter an optional password (used to secure/modify your user preferences)
- 6) Click on “submit”.

For assistance with this feature, please contact the **Medicaid Inquiry Line** at 877-255-3092 (toll free) or 402-471-9128 (local).

## CISCO Secure Email

To sign up for the CISCO secure email system:

- Providers must first receive a secure email from Nebraska Medicaid. If this has not already been completed, simply submit an email to the Provider Enrollment email address ([DHHS.MedicaidProviderEnrollment@nebraska.gov](mailto:DHHS.MedicaidProviderEnrollment@nebraska.gov)).
- Once this has been completed, the following email will be sent to the registrant.

### **You have received a secure message**

**Read your secure message by opening the attachment, securedoc.html.** You will be prompted to open (view) the file or save (download) it to your computer. For best results, save the file first, then open it in a Web browser. To access from a mobile device, forward this message to [mobile@res.cisco.com](mailto:mobile@res.cisco.com) to receive a mobile login URL.

If you have concerns about the validity of this message, contact the sender directly.

**First time users** - will need to register after opening the attachment. For more information, click the following Help link.

**Help** - <https://res.cisco.com/websafe/help?topic=RegEnvelope>  
**About Cisco Registered Email Service** - <https://res.cisco.com/websafe/about>

- As indicated in the message, open the attachment titled “securedoc.html”.
- The following page will appear:

### **YOU ARE NOT REGISTERED**

To open this message, you must first register and create a password. To register, click on the link below or copy and paste it into your browser.

<https://res.cisco.com/websafe/register?uuld=57fbd192000001448dbdf4c80a089e887bee1003>

- Click on the indicated link which will prompt the account creation screen.
- Complete the required information and submit.
- The registrant will then receive an account activation email:

## Activation

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Dear

Thank you for registering with Cisco Registered Envelope Service. To complete your registration, you must confirm your intent to register and your acceptance of the [Terms of Service](#) by activating your account.

[Click here to activate this account.](#)

You can also activate this account by going to <<https://res.cisco.com/websafe/activate>> and entering this confirmation number:  
4aed927a000001448dbf1d760a089e887bee1003

To stop the registration process you can cancel this account.

[Click here to cancel this account.](#)

You can also cancel this account by going to <<https://res.cisco.com/websafe/cancelActivation>> and entering this cancellation number:  
4aed927a000001448dbf1d760a089e887bee1003

### IMPORTANT

To help keep your personal information safe, Cisco recommends that you never give your CRES password to anyone, including Cisco employees.

Welcome to CRES!

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To know more about Cisco Registered Envelope Service, see  
<https://res.cisco.com/websafe/about>

Terms of Service: <https://res.cisco.com/websafe/termsOfService>

Privacy Policy: <http://www.ironport.com/privacy/>

The registrant can begin sending and receiving secure emails to/from the State of Nebraska by logging in at: <https://res.cisco.com/websafe/login.action>.

For assistance with this feature, please contact the **Medicaid Inquiry Line** at 877-255-3092 (toll free) or 402-471-9128 (local).